

## CALL SOUTH SOUND 2-1-1

By simply dialing 2-1-1, callers can access a live Specialist Monday through Friday. Learn more about 2-1-1 at [UWPC.org/get-help-now](http://UWPC.org/get-help-now) or contact a specialist at [211@UWPC.org](mailto:211@UWPC.org). You may also get connected by downloading the WIN 2-1-1 app.



Online  
[UWPC.org/get-help-now](http://UWPC.org/get-help-now)



Email  
[211@UWPC.org](mailto:211@UWPC.org)



APP  
WIN 211



United Way of Pierce County

**GIVE. ADVOCATE. VOLUNTEER. LIVE UNITED™**

Follow us     [UWPC.org](http://UWPC.org)

**253.272.4263**

1501 Pacific Avenue, Suite 400, Tacoma, WA 98402

South Sound 2-1-1 is accredited by the Alliance of Information and Referral Systems.

*South Sound 2-1-1 operates its programs without regard to race, color and national origin. To receive additional information on its discrimination obligations, including its complaint procedures, please contact [211@uwpc.org](mailto:211@uwpc.org).*

# 2-1-1

United Way of Pierce County  
Serving Pierce, Thurston & Lewis Counties



## GET HELP WHEN YOU NEED IT MOST.

South Sound 2-1-1 is your free connection to basic needs and community resources. 2-1-1 is a free service that connects people to critical programs and services including:

- Utilities
- Rent
- Low Cost Housing
- Transportation
- Shelter
- Legal Assistance
- Basic Food Benefits
- Behavioral Health
- Physical Health
- Holiday Assistance
- Employment and Education

**[UWPC.org/GET-HELP-NOW](http://UWPC.org/GET-HELP-NOW)**  
**#PIERCECOUNTYSTRONG**



United Way of Pierce County



WELCOME TO

## SOUTH SOUND 2-1-1

When tough times hit, many people don't know where to turn. South Sound 2-1-1 can help. Operated by United Way of Pierce County, South Sound 2-1-1 is a free, easy-to-remember number, available in Pierce, Lewis and Thurston Counties that helps people cut through what can be a confusing and overwhelming maze of information and resources. Our trained specialists offer compassion, understanding and advocacy to callers by assessing their needs and linking people directly to the resources that will help empower them with the information and knowledge to change their circumstances.

We know it's absolutely critical to meet the basic needs of people in our community and help them develop skills to become more stable and gain self-sufficiency. Last year, nearly 79,000 contacts were made with specialists who guided callers and online queries to programs and services that met their unique needs.

### IN 2018, 2-1-1 OFFERED A LIFELINE TO CRITICAL SERVICES



**5,207** connected to rental assistance  
**2,793** connected to emergency shelter



**319** connected to free tax preparation assistance to get eligible tax credits



**242** completed basic food applications



**2,926** connected to a transportation provider



**250** families were connected to childcare



**2,514** callers had military affiliation

### SPECIALIZED NAVIGATION

Residents in our region experience particular challenges, so we have invested in specialists who are focused on transportation, housing, mental health and basic food enrollment services.

### TRANSPORTATION

One of the biggest barriers to employment, medical appointments or even grocery shopping can be transportation. Our trained specialists continually update information, referrals and assessments to help individuals navigate resources.

- Public transportation and transit agencies
- Medical transportation
- Rural transportation
- Volunteer driving programs for seniors and individuals with disabilities
- Ride United Lyft transportation for employment, healthcare and public benefits access.

### HOUSING

We provide a single point of contact for various programs that support families and individuals experiencing homelessness or on the verge of becoming unhoused.

- Emergency housing or shelter
- Wait lists for housing placement
- Permanent housing
- Home maintenance
- Eviction and foreclosure prevention

### MENTAL HEALTH

Behavioral health is just as important as physical health issues, but sometimes it's not easy to ask for help. Our trained specialist provides confidential information about counseling, support groups and other forms of mental health assessment and treatment.

- Outpatient and inpatient programs
- Psychiatric assessment resources
- Recovery support
- Group and individual counseling

### BASIC FOOD BENEFITS

More people are searching for ways to stretch their paychecks each month. Getting access to nutritious affordable food is a challenge, but the Basic Food Program (SNAP) offers nutrition assistance to thousands of eligible, low-income individuals and families.

- Eligibility requirements
- Application and processing
- Washington State information
- Benefits locations for participating stores and other sources
- Available food products